

**Hun Yu Xuan**

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81020, Kulai. Johor Darul  
Takzim, Malaysia.

**Summary:**

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- Over 5 Years of professional experience in Sales, Marketing and Management  
Over 2 Years of professional experience in Customer Service
- TOP 3 Sales Achiever - Worldwide (January 2019 - June 2019) in Shilla Travel Retail Duty Free LTD
- Ability to work independently and as a part of a team
- Extensive organizational and planning skills
- Quick learner and adaptive to latest technologies
- Proven leadership skills and ability to motivate
- Skillful in survey marketing
- Familiar with IRS System (POS system)
- Hardworking and willingness to accept new challenge
- Able to meet deadlines and handle well under pressure
- Able to present to any audience
- Good interpersonal and communication skills
- Professional in appearance, presentation and attitude

**Objectives:**

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Highly self-motivated and well-organized sales professional looking for a position where extensive and diverse sales experience and skills can positively impact sales revenue.

Relevant accomplishments include:

- documented track record of establishing and growing sales under stress
- proven ability to maximize sales through establishing strong customer relationships
- the consistent achievement of demanding sales goals
- A team player with a winning attitude and a passion for sales looking to make a significant contribution to your company.

**Educational Qualification**

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2006-2011

**Sekolah Jenis Kebangsaan (Cina) Bemban**

2012-2016

**Sekolah Menengah Kebangsaan Kelapa Sawit**

Primary/Secondary School/SPM/"O" Level in Sciences | Malaysia

Graduation Date 2016

- UPSR - 4As' 3B'
- PMR - PT3 all pass in band 7
- SPM - 1As' 4Bs' 2Cs'

## **Professional Training**

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- Participated in CHANGI Airport SINGAPORE orientation and management training programme
- Participated in The Shilla Duty Free Beauty Academy program
- Participated in COTY Beauty Celebrated & Liberated Training program

## **Experience**

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**May 2024 - Current Job**

**Brand Ambassador for Lotte Duty Free**  
Whyte and Mackay company (Singapore)

### Task / Job Responsibilities

- - Ensure all SKUs are fully stocked and available on shelves
  - - Maintain product displays in line with company image
  - - Maximize brand awareness to attract more customers
  - - Meet customer needs and recommend suitable products
  - - Ensure high-quality customer service standards
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Current Salary - \$3500 (Singapore Dollars)

Referral: Fion  
Manager of recruitment  
+65 9687 8820

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**April 2022 - May 2024**

**Senior Associate**  
SATS APS (Singapore)

### Task / Job Responsibilities

- Monitor passengers' luggage checking in & print air tickets
  - Service ambassador to assist and guide passengers on the use of Self-Service Kiosk and Auto Bag Drops
  - Gate handling duties including communicating with airline crews and coordinating departure activities with various departments
  - Guiding and escorting transit passengers from arrival gate to Transfer Holding Area
  - Assist passenger who require special assistance
  - Always be claim, promptly and politely when attend with complaints.
  - Complete additional tasks assigned by superiors.
  - Manage the operation of appointed airline counter
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Exit Salary - \$2800 (Singapore Dollars)

Referral: Weeping  
Airline Relations Manager  
+65 9828 8675

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**May 2020 – April 2022**

**Team Leader CS Team**  
EASI (NKL360 Malaysia SDN BHD)

Task / Job Responsibilities

- Led the team, acted as a support to team requirements and the first point of call.
- Identified customer needs and provide some advance and solutions to the customer with patient.
- Attending to customer queries requests such as assist to answer some of the payment issue order voucher enquiry
- Attending to customer complaints and ensuring that their queries were solved.
- Educated my team members on monthly performance in work and working fully in line with the organization's policy and directions

Led the CS team and improve the quality of customer service as a whole through KPIs and indicators to ensure continues improvement.

Exit Salary: RM4100

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**April 2018 – April 2020**

**Beauty Advisor**  
Shilla Travel Retail Duty Free LTD. Singapore  
(HERA)

Task / Job Responsibilities

- To ensure all efforts are made to effectively maximize sales
- Uphold and maintain the values of brand
- Maintain a high standard of customer service and care
- Actively seek to improve selling techniques
- To be aware of the sales targets set and to make all efforts to achieve targets through customer service and product knowledge
- To make suggestions on how to promote products to improve sales
- Fully aware of shop promotions, and to analyze and feedback on the effectiveness of the promotions
- maintain brand and operational standards (visual & cleanliness)
- Promoting and marketing aesthetic products and services to customers
- Performing sales pitch and achieving personal sales target

Exit Salary - \$2800 (Singapore Dollars)

**Referees:**

1. **Jo**  
Coordinator  
HP: +65 8315 7678
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Task / Job Responsibilities

- Maintains staff by recruiting, selecting, orienting, and training employees; developing personal growth opportunities.
- Accomplishes staff job results by coaching, and disciplining employees; planning, monitoring, and appraising job results; conducting training; implementing enforcing systems, policies, and procedures.
- Maintains safe and healthy work environment by establishing and enforcing organization standards; adhering to legal regulations.
- Completes operations by developing schedules; assigning and monitoring work; gathering resources; implementing productivity standards; resolving operations problems; maintaining reference manuals; implementing new procedures.
- Controls expenses by gathering and submitting budget information; scheduling expenditures; monitoring variances; implementing corrective actions.
- Provides quality service by enforcing quality and customer service standards.
- Contributes to team effort by accomplishing related results as needed.

Exit Salary – RM2500**Referees:**1. **Dzain**

Director Manager

HP: (+60) 122386484

**Additional Skills:**

**Tools/Applications** : Microsoft Office, Microsoft Words, Microsoft Excel, Microsoft PowerPoint

**Language:**

Proficiency level: 0 - Poor, 10 - Excellent

Language	Spoken	Written
Chinese		10 10
Bahasa Malaysia	9	9
English	8	8

**Personal Details**

Nationality : Malaysian  
 Marital status : Single  
 Availability : 1 month  
 Expected Salary : \$3900 (Neg)